

Important Notice...Lab Services for BCBSD Members

Blue Cross Blue Shield of Delaware (BCBSD) has announced that effective February 1, 2011, Laboratory Corporation of America (LabCorp), including DIANON *Systems*, a LabCorp subsidiary, will become the exclusive, non-hospital commercial laboratory provider for BCBSD members. Please note that this change does not impact hospitals or physicians that are in-network providers for laboratory services.

BCBSD members who have laboratory services performed within the hospital setting or in a physician's office will still be able to utilize these facilities. For example, if you receive laboratory services, or your specimens are sent, to a hospital that is a network provider for laboratory services or an outpatient center affiliated with an in-network hospital, the service will still be covered at the in-network level.

Also, please note the following:

- **If you use LabCorp:** Claims will process at the in-network level.
- **If you use a hospital or physician that is an in-network provider for laboratory services:** Claims will process at the in-network level.
- **If you use Quest Diagnostics, AmeriPath or CLBPath:**
 - *If you have in- and out-of-network benefits:* Claims for these providers (which will be considered out-of-network effective February 1, 2011) will be processed at the out-of-network level. In these cases, you may be responsible the difference between the billed amount and the amount paid by BCBSD.
 - *If you do not have out-of-network benefits (i.e., you are in BCBSD's HMO/BlueCare® IPA Plan):* Claims for these out-of-network providers will be denied and you will be responsible for the entire cost.
- **If you live and receive services outside of BCBSD's service area:** This requirement does not apply to you because you utilize your local Blue Plan's provider network.
- **If you are a Special Medicfill® member:** This requirement does not apply to you because Medicare is the primary payor of laboratory services.

When visiting LabCorp, you may be asked, but are not required, to provide credit card information to pay for any out-of-pocket costs (copay, deductible and/or coinsurance, as applicable). If you choose not to submit credit card information, services will still be provided. You will be mailed a statement indicating your applicable out-of-pocket costs.

If you live in Delaware or a contiguous county, you will receive additional information from BCBSD regarding this laboratory network change.

If you have any questions, or want to learn more, please contact BCBSD's Customer Service Department at 1-800-633-2563 or 429-0260. You may also contact the Statewide Benefits Office at 1-800-489-8933 or 739-8331.